



Bob Holden  
Governor

**DIVISION OF WORKFORCE DEVELOPMENT**

Joseph L. Driskill  
Director

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DWD ISSUANCE 01-02

Subject: How to Use the Case Management Contact (CMC) (600 Code).

1. Purpose: To Provide Services to Customers in Long-Term Training Activities or other Long-Term Activities, Except Planned Gaps.
2. Substance: Case Management Contact is a type of activity that consists of a case note text area where an actual contact with the customer is documented. The appropriate use of the Case Management Contact (600 Code) is to document a personal contact, either by telephone or in person, in the Toolbox system. The contact must be with the customer directly. The customer's continued interest in receiving services and the counselor's plan to provide those services must be indicated. Items which must be included are the type of contact (telephone or in person) and an explanation of the purpose of the contact. Entries should be substantive and related to the customer's Individual Employment Plan or other services plan. Case Management Contacts provide justification for continuation of services and are not to be used to prevent the record from soft exiting when other methods of providing services to the customer are available and appropriate.
3. Action: Effective immediately, please use the procedures contained herein in the Case Management Contact process.
4. Contact: Any questions relating to this issuance should be directed to Kurtis "Ridge" Kennon at (573) 751-0236.

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Rick Beasley, Director

RB/dj

c: DWD Admin Group  
DWD Central Office Managers  
Regional Managers  
WIB Chairs  
WIB Contacts